Customer Experience/ Support Engineer

Description
Our Customer is looking for dynamic and motivated Customer Experience / Support Engineers to join their team, in the Netherlands

Responsibilities
As a Customer Experience / Support Engineer your key responsibilities will include:

- Researching, diagnosing, troubleshooting, and resolving customer issues promptly and accurately.
- Providing 2nd and 3rd level support for complex and technology-specific issues related to our products and platform.
- Following standard procedures to escalate unresolved issues to appropriate internal departments.
- Monitor and proactively solve issues within our cloud platform.

Qualifications

- Minimum 2 years of relevant experience.
- MS/BS degree in Computer Science, Engineering, or equivalent preferred.
- Excellent written and verbal communication skills in English; knowledge of Dutch is a plus.
- Experience with service and application support.
- Familiarity with ITSM applications and support processes (ITIL).
- Proficiency in Atlassian products (JIRA, Confluence, and Bitbucket).

Desirable Skills

- Knowledge of Networking, Cloud platforms (Azure), and cybersecurity experience is a plus.
- Familiarity with Linux and Windows server environments.
- Knowledge of SQL and scripting.
- Familiarity with Kubernetes clusters.
- Experience in deploying microservices using Helm charts is a plus.

Job Benefits

- Competitive salary based on experience.
- Professional stability within a dynamic team.
- Hybrid position – the flexibility to work from home and at the office.
- Plenty of opportunities for professional development and learning
- Additional benefits that are available in the Netherlands or in Portugal. Curious about the benefits? Feel free to contact us.

Hiring organization
Candidate-1st

Employment Type
Full-time

Beginning of employment
asap

Duration of employment
permanent

Industry
IT

Job Location
Arhnem

Working Hours
40

Date posted
June 6, 2024

Valid through
31.07.2024